



CASE STUDY

ABOUT REDWAY NETWORKS

Redway Networks are specialists in networking and wireless solutions within the education sector. Our experienced team offer full site surveys, wireless network planning and installation as well as providing ongoing support with your wireless network.

Redway Networks have implemented education WiFi networks across a wide range of schools and colleges. Whether you are small primary school, large secondary school or multi-site academy trust, we can help find the right WiFi solution for your institution.

KEY CHALLENGES

- Inconsistent WiFi coverage and performance across academies within the Trust
- Security issues with students being able to disrupt network connections
- Lack of central control of access points across the network

SCHOOL

Stephenson (MK) Trust

Stephenson (MK) Trust is based in the north of Milton Keynes and was the first sponsored Special School Academy in the country, opening its doors on 1st April 2012. Their sponsors are St Paul's Catholic School, a local secondary school in Milton Keynes and SERCO a national provider of educational services. They support students, both male and female, with Statements of Special Education Needs for Social, Emotional and Mental Health. Currently they cater for students aged 11-19, taking students from Year 7 to Year 13 and have 4 academies across the Trust.

THE CHALLENGE

The academies within the Trust were experiencing major performance issues with their WiFi network with regular drop outs and inconsistencies across the different academies. The existing network was an old legacy solution with a mix of various access points that had been added over the years and the technology was not aligned across the Trust. The lack of coordination between the WiFi across the Trust was making it very time consuming for the IT team to resolve when there were any issues. This also caused problems for staff when they visited multiple schools within the Trust as connections did not transfer across the network. The previous solution also had security and access issues with students being able to cause network outages, creating additional work for the IT team.

The network also struggled with the increasing number of users and devices accessing the network and was recognised as inadequate for the needs of the Trust. Therefore, it was identified that the Trust would need to replace their existing solution with one that was going to provide reliability and high performance for the school's remote desktop environment, as well as future proofing for new technology.

“Redway Networks always go the extra mile and are always on hand to provide support. We have been highly impressed with their level of service and looking forward to continuing to work with them.”

Robert Tittl, IT Technician, Stephenson (MK) Trust

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THE SOLUTION

The main requirement of the Trust was to implement a solution that was robust with high speeds and could handle the challenges of the school. Stephenson (MK) Trust saw a number of suppliers but Robert Tittl, IT Technician, felt that Redway Networks truly understood the needs of the school and worked with them to ensure that the solution would meet their goals, as well as providing longevity and working within their budget.

After carrying out a detailed site survey and considering any possible interference issues, Redway Networks recommended an Aerohive solution as the most suitable to fit the needs of the Stephenson (MK) Trust, due to the ease of troubleshooting, maintenance and reliability.

The solution consisted of 52 x AP122's, 1 x AP130 and 1 x AP250 across the four academies within the trust. The access points benefit from an AI-driven architecture capable of self-organising, self-learning and self-optimising in the most challenging environments. All Aerohive AP's can be centrally managed using Aerohive's cloud management system HiveManager, making it ideal for the control of the Trust's multi-site environment. The IT department can now easily identify where any issues are and resolve quickly, ensuring students and staff are back up and running with minimum delay, maximising learning time. Due to the environment of the school, the installation and survey needed to take place when the students were not present at the school. Redway Networks worked around these needs and carried out the work on Friday afternoons as the students finish early, as well as carrying out the installation during the Summer holidays to prevent any downtime.

The IT department at Stephenson (MK) Trust have been highly impressed with the service received from the team at Redway Networks. Robert praised Redway Networks "They did not just sell a solution but took the time to understand that we are a school with limited funds and resources, working with us to provide the best solution for both performance capability and financially. The team always go the extra mile and nothing has been too much trouble. It's been great to find such a supportive local company and we look forward to working with Redway Networks again on future projects."

THE RESULT

The school is benefiting from the new solution immensely with the students and staff now having a consistent, reliable network with high performance, allowing the staff to maximise their resources and time with students. Network downtime has been virtually eliminated due to the easy management of the access points, ultimately increasing productivity across the school and maximising the support to the students.

- Robust cloud-enabled enterprise WiFi seamlessly deployed across all the schools within the Trust
- Reliable and consistent coverage across the network
- Central cloud controller to quickly identify and resolve any network issues, improving IT efficiencies

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Robert Tittl, IT Technician, Stephenson (MK) Trust